

INFORMATION FOR PARENTS

ANSWERS TO FREQUENTLY ASKED QUESTIONS



SOUTHERN
ADVENTIST UNIVERSITY

Power for Mind & Soul

Welcome to the family at Southern Adventist University!

As a parent, you probably have as many questions as your student (if not more) about what to expect. That's why we've created this information booklet just for you.

You will receive an updated copy of *Information for Parents* in the mail each summer—whether your student is expected as a newcomer on campus or returning for another school year at Southern.

If you have a question that's not answered in this booklet, we invite you to get in touch with us. There are many helpful numbers located at the back. Or if you're not sure whom to contact, call **1.800.SOUTHERN** so we can connect you with the person best able to provide the information you need.

Our faculty and staff remain dedicated to providing a meaningful, life-changing campus experience as safely as possible for each and every student. Thanks so much for entrusting us with yours! We hope you treasure this season of watching your son or daughter grow in service to God and humanity.

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QUESTIONS ABOUT PARENT INVOLVEMENT

How will Southern communicate with me?

Parent Website

By visiting southern.edu/parents, you can find online parent orientation sessions along with pertinent information regarding student jobs, parking permits, campus events, a link to the digital student handbook, final exam schedules, where to stay when visiting, and more.

PARENT ORIENTATION

Sessions designed to help you understand your student's transition into university life.

READ
MORE

On the parent webpage, you'll find the Parent Portal button. By clicking on this link and logging in, you will be able to view information about your student's major, class list, GPA, and financial statements, as well as contact information for his or her enrollment adviser, financial aid adviser, and residence hall dean.

PARENT PORTAL

Convenient access to your student's information.

LOGIN
HERE

PARENT
PORTAL
HELP

These features are available to all parents who have students listed as dependents on their tax forms; however, your student must first send you an electronic invitation to create an online account in order for you to access the Parent Portal and view information.

If you don't find what you're looking for on the parent page, call Records and Advisement at 423.236.2899.

Parent Newsletter and Emails

To help bridge the information gap between parents and the university, Southern produces a printed parent newsletter, *Panorama*. It offers parents a glimpse of what life on campus is like for students through employee profiles, student life articles, a special question-and-answer column, and more. The publication is mailed to parents once a semester and supplemented by an electronic newsletter delivered between print issues. You can sign up for the e-newsletter at southern.edu/parents.

Columns Magazine

Parents will automatically receive issues of the university magazine, *Columns*, each fall and spring. You can also view issues online at southern.edu/columns.

University Calendar

The dates of Southern events, activities, and deadlines, among other details, are online at southern.edu/calendar.

Where do I send mail and packages?

All addressing on mail and packages to students should include first and last name of the recipient as well as the appropriate room number, if available. **Please do not ship or mail any items to your student before July 5.**

To avoid redirection and delays, mail and packages to students should never be addressed to P.O. Box 370 or 4881 Taylor Circle as these addresses are intended for employees and university departments only.

Please use one of the following addresses for your student:

FOR THATCHER HALL

Name of Resident
Room #
P.O. Box 529
4871 Taylor Circle
Collegedale, TN 37315

FOR TALGE HALL

Name of Resident
Room #
P.O. Box 569
4891 Taylor Circle
Collegedale, TN 37315

FOR THATCHER SOUTH and FOR SOUTHERN VILLAGE

Name of Resident
Room or Apartment #
P.O. Box 2218
4841 University Drive
Collegedale, TN 37315

Be sure to use **both** the P.O. Box and the physical address on all items. When filling out information online, most vendors provide an option for a second address line. Additionally, be sure to use the correct zip code, which is 37315. Items will NOT get to the campus if any other zip code is used.

For more information, contact lpatterson@southern.edu.

Where can I order flowers or a gift basket?

The Village Market on campus can help you celebrate birthdays or other special occasions for your student. Say “Get well,” “We are proud of you,” “Hang in there,” or “We love you” with a special balloon or gift basket. Gift baskets can include fruit, cookies, nuts, and crackers, among other items. Prices start at \$25. Additionally, the Village Market offers seasonal potted plants and succulents. Call 423.236.2300 for more information.

A few other local options for flowers and gift baskets include:

- » Bate’s Raintree Florist (423.892.6112, batesraintreeflorist.net)
- » Blluum (423.541.6767, blluum.com)
- » Chattanooga Flower Market (423.899.2440, chattanoogaflowermarket.com)
- » Edible Chattanooga (423.622.8884, ediblearrangements.com/stores/4513-brainerd-rd-chattanooga-tn-37411)
- » Grafe Studio (423.468.4172, grafestudiofloralartists.com)
- » Piece-a-Cake Bakery (423.396.3334)
- » Thistle & Thorne by KB (423.238.5994, thistleandthornebykb.com)
- » Valley Flowers (423.521.1509, valleyflowerstn.com)

When should I visit and where can I stay?

Parents are always welcome on campus. Southern hosts Parents Weekend on odd years, and this special event is a great time for you to attend class with your student, participate in your student’s weekend activities, and see some of his or her favorite places on campus. To learn more, log in to the Parent Portal at southern.edu/parents and click on “Plan a Visit” in the list of topics under the portal and orientation buttons.

Campus Accommodations

Guest rooms may be available during June and July in Guest Lodging on the south end of campus. Space is limited and dependent upon student housing needs. Private baths, kitchens, and dining areas complement two- and three-bedroom suites with free Wi-Fi. Information about apartment types and rates can be found at southern.edu/lodging, as well as information about our partner hotels and university-owned Airbnb properties. Please call 423.236.7000 for booking and reservation availability or feel free to email guestlodging@southern.edu with any questions.

Hotel Accommodations

If you are planning a trip to the area, these hotels aren’t far from campus and sometimes offer a discount to those visiting Southern, but the university cannot guarantee rates:

- » Drury Inn—Hamilton Place (423.899.6100)
- » Hampton Inn—Ooltewah (423.305.6800)
- » Holiday Inn Express—Ooltewah (423.591.8500)
- » Springhill Suites—Ooltewah (423.301.5669)

Can I help my student purchase textbooks?

Southern partners with BNC Services/MBS Direct to provide a customized online bookstore offering new, used, rental, and e-book options. Textbooks are no longer sold on campus. Your student may charge books to his or her Southern account (referred to as “using a voucher or access code” by BNC) or pay using a credit/debit card or PayPal.

Order dates and details are communicated to students via their Southern emails once they have registered for courses. BNC’s fall online book store opens July 27, 2026. For Winter semester and Summer sessions, the store’s open date is approximately one month prior to the start of the term. Free shipping is offered for a limited time on orders “shipped to school” via freight. It is important that your student order textbooks soon after the store opens for fall.

Your student’s books will be delivered to The Southern Shoppe in the Bietz Center for Student Life to be picked up upon arrival on campus, and ID will be required. Please note that if orders placed with BNC Services are charged to your student’s Southern account, the charges show up on statements as The Southern Shoppe charges. The customer service number for BNC is 800.325.3252. If you need additional help, call The Southern Shoppe at 423.236.2152.

The online store also provides access to a marketplace of third-party sellers, although students cannot charge these purchases to their accounts. Please note that neither BNC nor The Southern Shoppe can control when marketplace orders ship or help with customer service for these orders.

Steps for Ordering Textbooks and Class Materials

- » Register for classes and then wait 24-48 hours for your student’s book list to load into the system. The list will show materials needed for classes along with any special instructions.
- » Go to **southern.edu/bookstore** via the link sent to your student in an email from BNC Services to their Southern email account. Orders cannot be placed until the online store opens.
- » **To pay using a credit card**, click on the “Let’s Get Started” button.
- » **To pay using your student’s ID card**, you will need the Access Code that was sent to the student’s university email account. Click the “Use It Here” button.
- » Enter your student’s ID number, including the leading zero.
- » When course information appears, read all information and instructions carefully, and then make selections.

A more detailed list of instructions can be found at **southern.edu/shoppe** by clicking on the “Textbooks” tab. All communication regarding your student’s order will be from BNC Services via his or her university email account, so please encourage your student to check for messages regularly. Courses accessed through e-Class (Inclusive Access) will not be billed from BNC Services until **after** Southern’s drop/add date as listed at **southern.edu/calendar**.

QUESTIONS ABOUT ACADEMIC PROGRAMS AND SERVICES

How much should my student plan to study?

On average, your student needs to study two hours for every one hour in class. When making a schedule, your student should pay special attention to the total number of credit hours for which he or she has registered. Each credit hour represents an hour of class time per week.

Who can advise my student on courses and changes in major?

A summer advising program is in place from the time fall registration opens in April through the first day of class. During this time, advisers are standing by to assist new students.

This support team is available year-round to answer both registration and general questions and help new students set up their Southern accounts. Call 423.236.3100 or email fye@southern.edu. Find additional details on page 20 of this booklet or at southern.edu/fye.

When your student enrolls at Southern, he or she is assigned an academic adviser based on the major selected on the application. Your student can log in to southern.edu/access, choose the "Academics" tab and then "Academic Profile" in the center dropdown. If an adviser's name is not listed under "List: Advisers," contact Records and Advisement at 423.236.2897.

Each semester before registration, students are encouraged to schedule meetings with their advisers to go over class options and discuss the credits and courses needed to graduate on time. Whenever your student has questions about what he or she should be doing academically, encourage a visit with the adviser. Students can make an appointment by emailing, calling, or stopping by the adviser's office.

If the adviser is not available within a reasonable period of time, consult the program director, dean, or chair of the school or department.

A student can request a different adviser by filling out the "Change Adviser" form online at southern.edu/records.

Are there group study rooms on campus?

McKee Library offers eight private study rooms that students can reserve online at southern.edu/library or in the library using their campus cards. All study rooms have a white board, and some have media capabilities.

In the Bietz Center for Student Life, students have access to two first-floor study rooms and three on the third floor, all with white boards, monitors, and electrical consoles. QR codes are posted that link to an online reservation system.

Talge Hall, Thatcher Hall, and Thatcher South each have multiple study areas—open lobbies used almost exclusively for individual or group study, first come, first served.

Is academic help available for my student?

Tutoring Center

Located on the third floor of McKee Library, the Tutoring Center offers free individual and group tutoring to any Southern student. Tutoring for more than 50 upper and lower division courses as well as academic success skills and ACT preparation is provided. All tutors are students who have demonstrated mastery in the courses and are recommended by their departments. For more information, visit southern.edu/tutoring, email sfordham@southern.edu, or call 423.236.2578.

Writing Center

The Writing Center, also on the third floor of McKee Library, provides free writing support to any Southern student. The center is staffed by a full-time director and experienced undergraduate tutors from a variety of academic disciplines. Trained to respond to writing assignments from across the university's curriculum, these tutors can help writers with brainstorming, paragraph development, organization, grammar, citation, academic writing conventions, English as a second language, and issues of clarity and style. For more information, visit southern.edu/writingcenter, email sfordham@southern.edu, or call 423.236.2384.

Research Coaching

McKee Library's reference librarians offer free research coaching sessions to assist students in locating, understanding, and using high-quality research materials. To schedule an appointment, visit southern.edu/library and click "Research Coaching" under the Services for Students section.

Student Success

Individualized academic support is available to all Southern students who strive to make the most of their college experiences. Topics include time management, motivation, mastering tests, effective note taking, and the study cycle. Anyone—faculty, staff, deans, advisers, students, and parents, among others—can refer a student for this tailored support by calling 423.236.2838 or emailing sst@southern.edu.

What important dates should I know?

Following is a schedule to help you plan for your student's next few years of college:

Academic Year	2026-2027	2027-2028	2028-2029
New student orientation	August 17-20	August 16-19	August 14-17
First semester classes begin	August 24	August 23	August 21
Midterm break	October 15-18	October 14-17	October 12-15
Midterm grades viewable	October 21	October 20	October 18
Thanksgiving break	November 23-29	November 22-28	November 20-26
Semester exams	December 14-17	December 13-16	December 11-14
Winter graduation	December 17	December 16	December 14
Final grades viewable	December 23	December 22	December 20
Christmas break	December 18- January 10	December 17- January 9	December 15- January 7
Second semester classes begin	January 11	January 10	January 8
MLK Community Service Day	January 18	January 17	January 15
Midterm grades viewable	March 17	March 15	March 14
Spring break	March 12-21	March 10-19	March 9-18
Semester exams	May 3-6	May 1-4	April 30-May 3
Spring graduation	May 9	May 7	May 6
Final grades viewable	May 11	May 10	May 9

Summer	2027	2028	2029
Summer begins	May 10	May 8	May 7
Smart Start arrival	July 25	July 23	July 22
SmartStart classes begin	July 26	July 24	July 23
Classes end	August 20	August 18	August 17
Summer ends	August 20	August 18	August 17

What is the final exam schedule?

You are encouraged to check the exam schedule on the university website—southern.edu/examschedule—before making plans or booking airline tickets for your student to return home for Christmas or summer break to avoid overlapping a vacation and a test.

For more information about exam schedules, call Records and Advisement at 423.236.2899.

The screenshot shows the Southern Adventist University website. The top navigation bar includes 'APPLY', 'VISIT', 'DEGREES', 'TUITION', and 'MENU'. A left sidebar lists various university services, with 'Exam Schedule' highlighted. The main content area is titled 'EXAM SCHEDULE' and features a 'Fall 2021' section. This section contains two links: 'Exam Schedule organized by Semester Class Time' and 'Exam Schedule organized by Exam Week Time'. A paragraph explains that both schedules contain the same information, differing only in how they are viewed. Below this, a numbered list of four points provides details about exam security, timing, and rescheduling policies.

EXAM SCHEDULE

Fall 2021

[Exam Schedule organized by Semester Class Time](#)

[Exam Schedule organized by Exam Week Time](#)

The two exam schedules above contain the same information. The difference is how they are viewed. You can view the new version organized by the semester class time or the traditional exam week model.

1. Because of problems concerning time, expense, fairness, and test security, **final examinations must be taken as scheduled** in the official examination schedule.
2. The 8:00 a.m. test period includes classes starting before 8:00 a.m. that continue into the 8:00 a.m. hour. Classes that meet after 6:00 p.m. will be given at the regular class time during test week.
3. If a course does not include a final examination, the class should plan to meet during the scheduled time since it is counted as a part of the total instructional time.
4. Students with four exams on one day, or with three exams scheduled consecutively, may request to have an exam rescheduled. See the Associate Vice President for Academic Administration for a request form. Travel arrangements that include early departure should not be made prior to receiving written authorization from the Associate Vice President for Academic Administration. Rescheduling a midterm or final exam is \$100 per class.

Can my student study abroad?

Adventist Colleges Abroad

While enrolled at Southern, students can study around the world through Adventist Colleges Abroad (ACA). If your student is interested in the ACA program and wants to discuss yearlong and summer program options and course requirements, he or she should make an appointment with the Modern Languages Department by calling 423.236.2395 or emailing pierren@southern.edu. Students are strongly encouraged to study abroad during their sophomore year of college and should complete study abroad before senior year.

Expenses for a student's year abroad are processed through Southern's Student Finance office. For financial information and other specifics about ACA schools, visit acastudyabroad.com. Students are responsible for all expenses not included in the ACA package price, such as airfare and visa processing fees.

Academic Year

- » French: Campus Adventiste du Salève (Collonges-sous-Salève, France)
- » German: Seminar Schloss Bogenhofen (bei Braunau am Inn, Austria)
- » Italian: Istituto Avventista Villa Aurora (Florence, Italy)
- » Spanish: Escuela Superior de Español (Sagunto, Spain) and Universidad Adventista del Plata (Entre Rios, Argentina)

Summer

- » French: Campus Adventiste du Salève (Collonges-sous-Salève, France)
- » German: Seminar Schloss Bogenhofen (bei Braunau am Inn, Austria)
- » Hebrew: alternating locations
- » Italian: Istituto Avventista Villa Aurora (Florence, Italy)
- » Korean, Sahmyook University (Seoul, South Korea)
- » Spanish: Escuela Superior de Español (Sagunto, Spain)

Study Tours Abroad

Some departments on campus offer three- to six-week-long study tours during the summer. Not every tour occurs each year; most are biennial.

Common tours include but are not limited to:

- » Africa Study Tour (School of Business)
- » Archaeology Excavation Tour (School of Religion)
- » Asia Study Tour (School of Business)
- » Europe Study Tours (History and Political Studies Department or School of Social Work)

NOTE: For information about Southern's global Student Missions program, see pages 26-27.

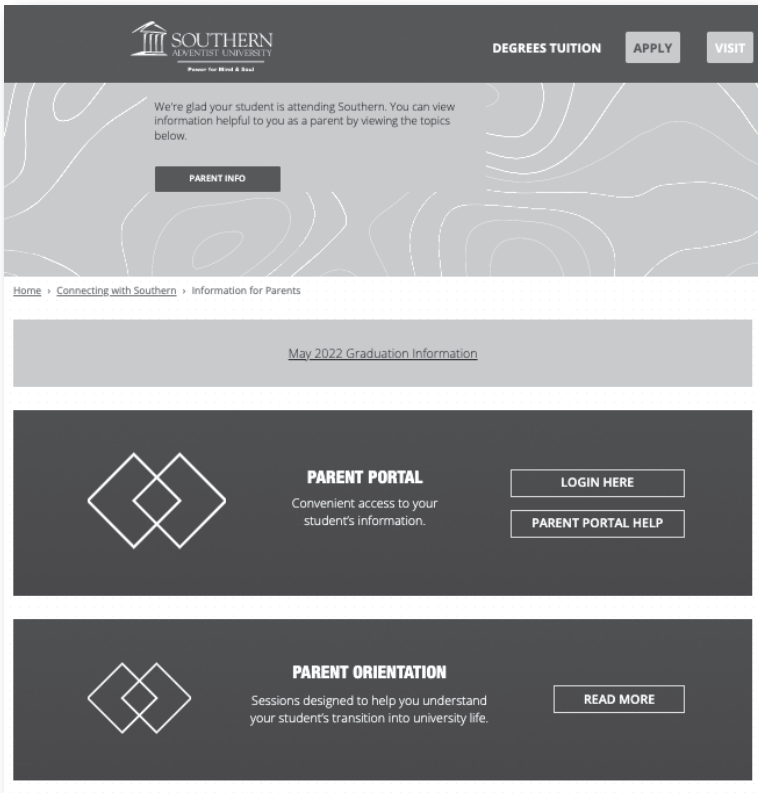
How can I view grades?

Even though parents of college students aren't sent report cards the same way that they are for elementary or high school students, you can still be in the loop.

During registration, students are given the option of allowing parents to view their grades and other information. If your student neglected to do this during registration, he or she can update privacy settings at any time by going to southern.edu/grantaccess. Your student must send you an invitation to create an account in order for you to be able to view grades online.

If your student is a legal dependent, you have the right to view grades whether or not he or she grants permission. Fax proof of student dependency (such as a tax return) to Records and Advisement at 423.236.1899 as an alternate way to receive your student's grades.

Once you have authorization to view, visit southern.edu/parent and select the Parent Portal login to begin.



What are the options for chapels, convocations, and vespers?

Spiritual growth is dependent on both personal and corporate worship. While all students are encouraged to cultivate their own devotional lives, they also need opportunities to come together for spiritual fellowship.

Additionally, Southern encourages student participation in cultural and educational programming outside the classroom to ensure a well-rounded experience. The university's Spiritual and Cultural Enrichment Program fills these needs through a credit system (see detailed requirements on the next two pages). Students are expected to earn credits primarily through Thursday morning convocations and Friday night vespers.

You can read further details about Southern's spiritual environment and programs not found in this section beginning on page 24.

Convocations (two-credit options)

Convocation is held each Thursday at 11 a.m. Although many convocations have spiritual content, others celebrate and honor academic achievement with programs that enrich the classroom experience.

In addition to regularly scheduled convocations, evening convocations are offered throughout the year.

Vespers (two-credit options)

Vespers is offered at 6:30 p.m. and 8:30 p.m. in the Collegedale Church of Seventh-day Adventists. You can watch live online at southern.edu/vespers.

Students may attend any of the options listed below as second alternatives to convocation or vespers.

Morning Meditations (one-credit options)

Monday through Friday: 7:30 a.m.
(Talge Hall Chapel, co-ed)

Evening Chapels (one-credit options)

Sunday: 9:30 p.m.

(hall workshops in Talge)

Sunday: 10 p.m.

(hall workshops in Thatcher/
Thatcher South)

Saturday: Evensong, time varies
(Collegedale Church)

(two-credit option)

Tuesday: 8 p.m.

(Talge Hall Chapel, co-ed)

Performing Arts Series (two-credit options)

Southern's Performing Arts Series brings musical and cultural performers from around the world to campus.

Details about convocations and performing arts are available online at southern.edu/studentdevelopment.

Additionally, performances by the university's own musical groups are listed at southern.edu/musicevents and provide either 1- or 2-credit options.

Requirements

Both residential and community students are required to attend a set number of events during each semester as determined by class standing. Part-time students (those taking 6-11 credit hours) must still follow the applicable residence hall or community requirements for their class standing.

Exempt students include married students, students with children, veterans, students age 23 or older at start of semester, students who have already earned 124 hours, and students completing student teaching, as well as consortium and 100%-online students.

Enrichment Credits

Students earn enrichment credits in the following increments:

- » **1 Credit:** morning meditations, evening worships, Evensong, and convocations sponsored by official student organizations, classes, or academic departments or schools.

- » **2 Credits:** LifeGroups, vespers, week of prayer meetings, Thursday convocations, and Performing Arts Series programs.

Additionally, credits can be earned by attending a large number of other events that are not listed here. Posters and announcements of these events across campus inform students if attendance can earn credits.

Students are required to earn at least 25% of their credits from programming with primarily a cultural emphasis.

Students can easily track how many total requirements have been completed and the percentage of each type by logging into their Southern accounts, clicking "Residence Life" in the Bookmarks section and then "Worship."

Detailed below are the number of total enrichment credits per semester that each class standing is required to earn:

The screenshot shows the ABODEHMS student portal interface. At the top, it displays the term '2019-2020 Winter' and the dates '01/01/2020 - 05/10/2020'. Below this, there are two progress bars: one for 'Worship' showing 34 / 42 (80% progress) and one for 'Culture' showing 9 / 11 (81% progress). A sidebar on the left contains navigation links: Home, Student, Housing Application, Roommate Selection, Room Selection, Move-In Appointments, Curfew, and Worship. The main content area features a table of worship events.

Date	Worship	Credits	Culture	Presenter
01/16/2020	Convocation	2	Yes	No
01/20/2020	MLK Day	1	Yes	No
01/17/2020	Vespers	2	No	No
01/23/2020	Convocation	2	Yes	No
01/24/2020	Vespers	2	No	No
01/27/2020	Student Week of Prayer - pm	2	No	No
01/26/2020	Music	2	Yes	No
01/31/2020	Vespers	2	No	No
01/30/2020	Convocation	2	No	No
02/06/2020	Convocation	2	No	No
02/13/2020	Convocation	2	Yes	No

Residential Students

- Freshmen = 60 credits (*16 cultural*)
- Sophomores = 55 credits (*14 cultural*)
- Juniors = 32 credits (*8 cultural*)
- Seniors = 30 credits (*8 cultural*)
- Graduating seniors (bachelor's) = exempt for semester in which graduation occurs

Community Students

- Freshmen = 40 credits (*10 cultural*)
- Sophomores = 36 credits (*10 cultural*)
- Juniors = 32 credits (*8 cultural*)
- Seniors = 30 credits (*8 cultural*)
- Graduating seniors (bachelor's) = exempt for semester in which graduation occurs

Penalties

Missed requirements are assessed at the end of each semester as follows:

- » **Fewer than 10 credits missed**
 - First offense = probation
 - Second = probation
\$5 fee per missed credit
 - Third = probation
meet with vice president
\$5 fee per missed credit
 - Fourth = semester suspension
- » **10 or more credits missed**
 - First offense = probation
\$5 fee per missed credit
 - 50% missed = probation
\$5 fee per missed credit
meet with vice president
sign commitment letter
 - Second = probation
meet with vice president
\$5 fee per missed credit
 - 50% missed = semester suspension
\$5 fee per missed credit

Students are expected to earn the required number of worship credits by each designated week. Failure to remain current may result in one or more of the following:

- 1) A hold on registering for classes for the following semester
- 2) Loss of student leadership positions
- 3) Ineligibility for upperclassmen student housing

A weekly sample tracker can be viewed at www.southern.edu/enrichment-credit.

Reductions

Reductions are rare and only for exceptional situations, such as:

- » Commuter students with no Thursday classes or other campus commitments
- » Nursing students with clinicals during the convocation hour
- » Nurses with regular shifts on Thursday mornings or Friday evenings
- » Students with campus positions that cannot close during convocation or vespers, such as Food Services staff and department desk jobs that require 24-hour staffing.

If one or more reductions apply to a student's situation, he or she should complete the petition form at southern.edu/convoreduction.

If you have questions or need more information, contact Student Development at 423.236.2814 or visit southern.edu/studentdevelopment.

What are the options and requirements for community service?

There are a variety of opportunities for students to serve people in communities surrounding Southern through collaboration with local organizations. The university's Christian Service program seeks to teach students to follow Christ's method of meeting people's needs, nurturing friendships, and then inviting them to experience the joy of a personal relationship with Him.

Different activities coordinated through community partners are available, some on a weekly basis, and include building beds for children in need, delivering food to the homeless, and spending time with older adults in senior living communities, among many others.

Two annual service days provide a broader span of options for being the hands and feet of Jesus. **Southern Serves Day** is held during new student orientation week each August. Every January, **MLK Service Day** encompasses the entire university family—alumni, faculty, and staff in addition to students—making meaningful impact beyond campus.

The Christian Service Program requires students to participate in both community service and service-learning. Prior to graduation, each enrolled student must complete:

- » Three organized and pre-approved **service events** (3-5 hours each). *Transferring sophomores complete two; transferring juniors, seniors, and associate graduates complete one.*
- » Two **service-learning experiences**, such as those included in SERV-2 designated courses, short-term mission trips, or approved student-led projects (15 hours minimum each). *Transferring sophomores complete two; transferring juniors, seniors, and associate graduates complete one.*

If you have questions or need more information, call 423.236.2205, email serve@southern.edu, or visit southern.edu/christianservice.

GRADUATION REQUIREMENTS

3 COMMUNITY SERVICE EVENTS

MINIMUM OF 3 HOURS EACH:
(EXTRA HOURS DO NOT CARRY OVER)

SERVE THROUGH:

- SOUTHERN SERVES DAY
- WEEKLY SERVICE OPPORTUNITIES
- CLUB SERVICE EVENTS
- LIFEGROUP SERVICE EVENTS
- MLK SERVICE DAY

2 SERVICE-LEARNING EXPERIENCES

MINIMUM OF 15 HOURS EACH:
(EXTRA HOURS DO NOT CARRY OVER)

SERVE THROUGH:

- SERV2 CLASSES
- STUDENT INITIATED PROJECTS
- STUDENT MISSIONS
- MISSION TRIPS (VISION, ERC, PERSONAL)

QUESTIONS ABOUT STUDENT SUPPORT

Is my student required to have insurance?

The university requires all students to have adequate health insurance that complies with the Affordable Care Act, covering both inpatient and outpatient services. Each student's insurance plan should be valid in Tennessee for emergency and non-emergency care.

All students must submit a Health Insurance Enrollment and Verification form prior to the start of each semester. The form can be accessed through his or her Enrollment Checklist in the student portal.

Students taking 6 or more credit hours (3 or more credit hours during any summer session) or living in university housing are required to either provide proof of their own insurance or enroll in the plan offered through United Healthcare Student Resources. Students who have signed a waiver form and later decide to enroll in the insurance plan may do so, but the premium is not prorated. For more information about the healthcare plan offered, visit uhcsr.com/southern.

What happens if my student gets sick?

Southern partners with NiteOwl Family Urgent Care to offer healthcare services to students. Located at 4687 University Drive, NiteOwl provides medical care and referrals to local providers and facilities. Residence hall deans are also available 24 hours a day to assist students during medical emergencies, and a registered nurse maintains an office in Thatcher Hall from 7 a.m. to 4 p.m. Monday through Thursday and 7 a.m. to 12 p.m. on Friday.

Each Southern student who enrolls before age 18 must have a medical consent form signed by a parent or guardian on file with Southern. All student medical records are maintained by NiteOwl on the university's behalf and protected under HIPAA and FERPA laws.

NiteOwl offers appointments for students from 8 a.m. to 5 p.m. Monday through Thursday and 8 a.m. to 12 p.m. on Fridays at the on-campus clinic.

For after-hours medical needs, a shuttle service is available Monday through Friday from 5-10 p.m. and Saturday and Sunday from 10 a.m. to 10 p.m. to transport students to NiteOwl's secondary off-campus clinic in nearby Ooltewah.

While walk-ins are welcomed, students should call 423.648.6483 to schedule appointments for sick visits, injuries, anxiety, depression, or any other medical concerns. Psychiatrist appointments are available with a referral.

Southern will cover the student co-pay for visits to the clinic, while NiteOwl will bill students' insurance providers directly for services rendered. Every student should bring a current insurance card to each appointment. Any costs not covered by insurance will be the responsibility of the student or parent.

What if my student is injured on campus?

For students enrolled for six or more credit hours on Southern's campus, Accident-Only insurance is afforded and covered by general fees for each respective semester. For those who are accidentally injured on campus or as part of a school-sponsored activity or trip, the coverage can help reduce out-of-pocket medical expenses for the student. The coverage under this policy is secondary or in excess to a student's primary health insurance. The policy has a \$0 deductible and \$10,000 per injury maximum benefit.

For full policy information—such as benefits, exclusions and limitations, claims packet, and insurance information card—contact the Risk Management office at 423.236.2816.

Students are encouraged and welcomed

but not required to be seen at the health center on campus for injuries. For any life-threatening injuries, students should go to a local emergency room.

When seeking treatment with a medical provider, a student should submit his or her primary health insurance along with the secondary Accident-Only insurance to the provider at the time of service. The provider will bill the primary insurance first, and then submit any balances to the Accident-Only insurance for consideration.

To report an injury, visit southern.edu/risk and click on "Report an Injury" under the student section. All injury reports must be completed within seven days of an injury in order to qualify for accident policy benefits. Injury policy benefits are administered by BMI Benefits, LLC.

What if my student isn't coping well?

College is a time of transition, and new demands can mean your student needs extra help. Student Support Services provides opportunities for students to increase knowledge and develop greater self-awareness and independence. This includes counseling with a variety of services at no additional cost to students. Each one's state of mind is prioritized as essential to academic success.

If you have an urgent concern about your student's mental health, please immediately contact one of the deans listed on page 41.

Professionally trained counselors are available during both Fall and Winter semesters to provide short-term counseling in a supportive and

confidential environment with a biblically informed approach to mental health.

The Counseling Center is located on the third floor of the Bietz Center for Student Life and closely collaborates with key campus constituents to ensure timely care. If there is a safety concern, counselors work in tandem with residence hall deans and Campus Safety staff to respond immediately when notified. If a student needs the next level of support, referrals connect him or her to additional resources.

To make a free counseling appointment, your student can stop by or call 423.236.2782. For more information, including details about the TalkCampus peer support program and the uWill virtual service, visit southern.edu/counseling.

How will Southern protect my student on campus?

As part of Southern's commitment to taking care of students, Campus Safety is on patrol 24 hours a day, seven days a week, and is always available to students, faculty, and staff at 423.236.2100.

Visit southern.edu/campussafety to find safety information, policy statements, and Clery Act crime statistics in the Annual Security and Fire Safety Report.

Other services offered to the campus community by Campus Safety include:

- » on-campus accident response
- » security alarm monitoring and response
- » severe weather monitoring
- » emergency medical assistance
- » training in fire safety, personal safety, and self-defense
- » on-campus safety escorts after dark
- » emergency preparedness safety and security checks
- » incident response, investigation, and reporting
- » lost and found
- » safety equipment inspection
- » crosswalk safety control
- » emergency access requests
- » assistance for motorists who need a jump-start, air in their tires, or emergency gas

How is sexual harassment addressed?

Under Title IX, any Southern student, employee, or third party participating in any university program or activity who wishes to report a complaint of sexual harassment against a Southern student or employee may do so at any time. The procedures for reporting a complaint are found in the unabridged version of Southern's Sexual Harassment Policy. The policy also includes the process of investigation and adjudication of alleged harassment; the rights of the complainants and the respondents; and a list of sanctions from which the Student Sexual Harassment Review Panel may choose should a person be found responsible for violating the university's policy on sexual harassment. Visit southern.edu/sexualmisconductpolicy to view additional policy details.

How will my student be notified in the event of a campus emergency?

Southern has an emergency notification system that students may sign up for at southern.edu/notify to receive text and/or voicemail notification in the event of a campus-wide emergency. Phone numbers are used for these situations only and are not shared. Other ways students may be notified include email, outdoor sirens, and indoor voice alarms in most buildings. Students are encouraged to follow instructions in emergency situations.

How will Southern help my student make the transition from high school to college?

The freshman year can be exhilarating as well as challenging. Southern's First Year Experience (FYE) program is designed to help new students be successful and productive while exploring academic and career goals. The components of the program are detailed below:

- » **Advising Support** often begins remotely, sometimes months before an enrolled student arrives on campus. Knowledgeable and friendly advisers are available year-round to assist students who are deciding what classes to take. These front-line support members also connect students with academic advisers in their chosen areas of study to answer questions about degree requirements and other specifics related to their major. Call 423.236.3100 or email your questions to fye@southern.edu.
- » **Parent Orientation** sessions are offered virtually in July and August with one-hour recorded segments housed at southern.edu/parents. Learn about academic and support services, residence life, student activities, the enrichment program, health and safety, finances, student employment, and spiritual fellowships and ministries on campus.
- » **New Student Orientation** is required for all freshmen and transfer students. Before classes begin, this is an opportunity for students to receive an introduction to university life and to experience the social, spiritual, and academic programs that Southern offers. New students meet various faculty members while getting to know their peers as well. By the time students head to their first class, they're already feeling more comfortable on campus.
- » **Southern Connections** (NOND101) is a required, one-credit class during a student's first semester on campus. The class is designed to give first-year students the best tools for their college journey. Students are empowered to be active, responsible learners who can cope with academic demands while developing strong relationships with peers, faculty, and staff. Participants discuss and research topics of interest in a core subject area. Seminar participation facilitates social adaptation to the university environment and connections with professors within the student's major. Best of all, students are reminded to rely on God for strength and guidance throughout their learning experience.
- » **Student Mentors** are assigned to all new students so students have a person they can turn to throughout the year for advice and direction. These positive peer role models are established, successful students who build community with their groups through one-on-one visits, monthly worships with the entire group, and social activities. Mentors also attend the Southern Connections class with their mentees.

For additional details about the FYE program, visit southern.edu/fye or contact Renita Moore, the program coordinator, at 423.236.2575 or renitak@southern.edu.

Can my student get career counseling?

Life Calling and Career Services offers career counseling as well as assistance with résumés, cover letters, interviewing skills, and job and graduate school search techniques. Career counseling helps students discuss their expectations for college and beyond while exploring the realities of the working world.

At Southern, students explore careers through the framework of what God is calling them to do, because studies show employees experience greater job satisfaction when they believe they are following a divine life calling. A career counselor can help determine what assessments and activities will best help students identify their strengths, interests, and values. Many tools are available, and career counseling helps ensure accurate interpretation of the assessment results.

Students seeking to learn about possible career paths can schedule an appointment for career counseling by calling 423.236.2069 or visiting the Life Calling and Career Services office on the third floor of the Bietz Center for Student Life. For students who are currently enrolled, there are no fees for these services.

Students also can learn more about career options at southern.edu/careers. Online resources include tips for writing a résumé and a cover letter as well as links to the *What Can I Do With This Major?* website and PathwayU, an online career counseling companion to guide users toward discovering purpose and meaning.

What if my student has a disability or a learning difference?

The Disability Support Services office welcomes students who have questions regarding accommodations and other services. Students with documented or suspected disabilities should contact DSS as soon as possible to begin the collaborative process. In the university setting, students are responsible to self-identify and to provide DSS with documentation of their disabilities. Accommodations are individualized and flexible, based upon a student's request, the nature of the disability, and the academic environment. Accommodations are determined through a review of documentation and recommendation of the DSS Committee.

Please keep in mind that once a student turns 18 he or she is protected by the Family Education Rights and Privacy Act (FERPA). This means that DSS staff cannot talk to parents about their child's confidential information without written consent from the student. Students have the right to refuse to request or use services. DSS records do not become part of a student's academic record.

For more information, call DSS at 423.236.2544, email dss@southern.edu, or visit southern.edu/disabilitysupport.

What technical support does Southern offer to students?

Students experiencing computer problems can call the Information Technology (IT) Help Desk. IT provides technical assistance for student computers for most support issues free of charge. Typically if a computer is dropped off in the morning, it should be available for pickup before 5 p.m. the same day.

Computer Software

Microsoft Office 365 (for Windows and Mac) and Windows products are available to students free of charge as part of Southern's campus license agreement with Microsoft. Current students taking at least one class at Southern are eligible to download Microsoft Office 365 at portal.office.com.

Internet Filters

Southern's policy is to block access to internet sites with content pertaining to criminal skills, drugs, obscenity, gambling, hate speech, and sexual misconduct. However, if a professor or student feels that a site has been unnecessarily blocked, he or she may request that the URL be unblocked by visiting southern.edu/IT.

Computer Labs

Because not all students come to college with personal computers, Southern has 250 computers available in labs across campus. The library alone provides 50 computers for general student use and offers students a chance to borrow a laptop or tablet from the circulation desk for in-library use.

Cell Phone Coverage

Cell phone coverage is adequate in most areas on campus. Additionally, in order to boost the signal in the residence halls, Southern has installed repeaters for Sprint and Verizon. Alternatively, because of robust Wi-Fi coverage, students can use their smart phones' Wi-Fi calling feature.

For more information or to contact the IT support team, call 423.236.2712.

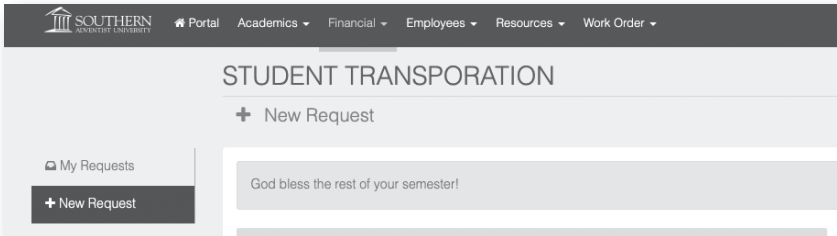
How can students get rides to the airport and elsewhere?

During breaks, Southern offers students free local transportation to and from Chattanooga Airport and Groome Transportation.

These rides are coordinated through Transportation Services. Your student can sign up at southern.edu/studenttransport by choosing one of the scheduled dates and times that coordinates best with his or her travel plans. (Multiple stops could be made, so students should plan for travel time of at least 45 minutes to reach their destinations.) Reservations are required, and arrangements should be made at least 48 hours in advance or by 11 a.m. on Friday for Sunday transports.

For shuttle service to and from the Atlanta or Nashville airports, students should contact Groome Transportation directly by calling 423.954.1400.

When students have other local transportation needs, options are available through the Uber and Lyft mobile apps.



QUESTIONS ABOUT SPIRITUAL ENVIRONMENT

How does Southern support spiritual growth?

Spiritual activities make Southern's campus special, giving students opportunities to mature their faith in Christ. Here's a look at some of the components that help make your student's college experience a time of spiritual growth. The Office of Ministry and Missions oversees the spiritual life of the campus with a mission to transform students' lives for eternity by providing an exceptional environment that empowers each to:

- » find identity and value in Jesus
- » belong to a faith community
- » embrace a vocational calling
- » go where He leads

We serve students in a variety of ways through the vice president for Spiritual Life, two associate chaplains, an assistant chaplain, the director for Student Missions, and our Vision Trips team. Together with employees and departments across the campus, we provide opportunities for every student to grow closer to Jesus.

Located in the Bietz Center for Student Life on the campus promenade, we are committed to journeying alongside our students. Feel free to call us at 423.236.2787, email chaplain@southern.edu, or visit southern.edu/ministryandmissions.

Find Identity and Value in Jesus

- » **Vespers** is held every Friday at 6:30 and 8:30 p.m. on campus where speakers share the gospel each week with student-led music and prayer. To view live streaming, visit southern.edu/vespers.
- » **Afterglow** happens every Friday at 7:30 p.m. after the first vespers service, providing space for students to build meaningful friendships, ask questions, share testimonies, and engage in music.
- » **Fall Week of Worship** creates opportunities for students to hear from guest speakers to deepen their personal, growing relationship with Jesus Christ.
- » **Student Week of Worship** is scheduled every Winter semester and allows students to share with the campus community how God has changed their lives.
- » **Any student** can apply to be part of the team of student leaders who minister to the student body through a variety of spiritual initiatives, such as LifeGroups, the Vespers Worship Service team, our Vision Trips team, and media ministries. Students may apply for open positions upon returning to campus after Christmas break.
- » **Individual** spiritual counseling, Bible studies, preparation for baptism, prayer, and premarital counseling are also available for all students.

Belong in a Faith Community

- » **Residence Hall Student Chaplains** are assigned to Thatcher and Talge halls to visit residents and support the initiatives of the deans, including weekly worship services (see page 13 for more details).
- » **LifeGroups** are student-led small groups where students are encouraged to join others to experience belonging through spiritual community. Students can choose from five different kinds of groups: activity-based, Bible study, book-based, support groups, and topical groups. All aim to inspire students to behold God personally and intimately. Any student interested in joining or leading a LifeGroup can visit southern.edu/belong.
- » **The Office of Ministry and Missions** is also partnering with student-focused Adventist churches and facilitating a connection between the local faith community and our students during their time at Southern and beyond. We desire our students to experience a vibrant faith through intergenerational faith communities and meaningful relationships. Collegedale Church of Seventh-day Adventists offers four Sabbath services on the university's campus.

Adoration is a traditional worship service held in the sanctuary at 9 a.m. that can be viewed online at southern.edu/streaming.

Merge is a multicultural worship service, planned and led by students, that meets at 11:45 a.m. in the gym of the old elementary school.

Connect is a contemporary, multi-generational worship service held outdoors at the Goliath Wall (weather permitting, alternate location for colder months) at 9 a.m.

Renewal is the 11:45 a.m. sanctuary worship service, planned and led by students. Watch it online at southern.edu/streaming.

More than two dozen Adventist churches in the surrounding communities provide students with a wide variety of choices on Sabbath mornings. Languages and worship styles vary. One example is **SuCasa**, the Collegedale Spanish-American church on Southern's campus, which hosts weekly services that are also streamed live at sucasachurch.org.

Embrace A Vocational Calling

We empower students by identifying their unique talents and gifts to further God's calling in their lives. At Southern, students can take advantage of distinct resources made available to them, including:

- » **PathwayU**, a program offered by Career Services that guides students toward discovering purpose and meaning while exploring majors and occupations that align with their interests, personality, values, and workplace preferences (see page 21 for more information).
- » **CliftonStrengths**, coordinated through Southern's Center for Teaching Excellence and Biblical Foundations of Faith and Learning, helps students assess and develop their greatest God-given talents. Email cte@southern.edu or call 423.236.2085 for additional information.

Go Wherever God Leads

Service changes people. Whether you spend a few hours at a nursing home in Chattanooga or 10 months in Thailand teaching Buddhist children, life gets better when you minister to humanity as the hands and feet of Jesus.

Southern encourages students to live a countercultural faith through serving others. There are exciting opportunities for students in all areas of study to serve locally, domestically, and internationally for a day, a week, or a year.

» **Soul-winning And Leadership Training**

Southern's SALT program, offered through a partnership with It Is Written, provides students with hands-on experience giving Bible studies and sharing their faith with others. Classes are taken as a semester-long program (with academic credit available). For more information, visit southern.edu/salt.

» **Evangelism Resource Center**

The ERC provides opportunities for students, regardless of academic major, to be involved in serving others by preaching the gospel. The ERC typically coordinates international mission trips during March, May, and November, including travel and lodging arrangements. The team also assists with mentoring, training, and fundraising for these trips. For more information, visit southern.edu/erc.

» **Vision Trips**

Students have the opportunity to create, co-lead, and participate in short-term mission trips globally. These Vision Trips intentionally provide students with a vision for how to integrate a commitment to missions in their future careers. The trips are typically during Spring Break and early in the summer months. Find more information at southern.edu/vision.

» **Student Missions**

Service as a student missionary (SM) while in college has proven to be the single largest factor positively affecting a student's lifelong commitment to Jesus, particularly for those who spend 10 months abroad. Occasionally, students serve for just one semester.

Since the SM program began in 1967, nearly 3,000 Southern students have followed God's calling and served the disadvantaged and those in need in more than 100 locations around the world, including Bangladesh, Bolivia, Egypt, India, Jordan, Kenya, Kyrgyzstan, the Pacific Islands, Peru, and Zambia, among others.

The cost of being an SM is covered through crowdfunding donations. Students

may choose their destinations of service from a variety of global locations that have been reviewed for safety, leadership quality, and opportunities for growth. Each SM is given special training before departure, including a spiritual retreat, seminars, and an online reading and reflection course.

The Student Missions team assists students through the application, fundraising, and training processes while also ensuring that they receive both verbal and written communication and are supported with personalized care while away. Upon return to campus, each is brought into a leadership hub of world-changers in the Student Missions Club.

For more information, visit southern.edu/studentmissions.

Can my son or daughter serve as a student missionary and remain enrolled at Southern?

Because of the transformative and developmental importance of long-term cross-cultural volunteer work, the university has made special arrangements that allow students to remain enrolled while serving as student missionaries.

For those with government loans, continued enrollment while volunteering abroad allows the loans to be deferred.

In addition, classes with the "Christian Service" designation provide service-learning credit (also a graduation requirement) for SMs.

The following classes each provide one service-learning credit per semester:

NOND 227/228

- » Students who enroll in these courses will each earn 6 credit hours per semester (227 is the Fall semester course, and 228 is Winter semester). Both are required for students serving for 10 months who have financial loans and/or need 12 hours of elective credits.
- » Each student will be charged only 10% of the regular tuition rate with approximately one assignment to be completed per month.

The following class keeps a student missionary on Southern's roster:

NOND 050

- » Students who do not have financial loans and/or do not need 12 hours of elective credits can enroll to receive non-credit placement for the school year.
- » There is no charge for this class, but all assignments must be completed.

QUESTIONS ABOUT RESIDENCE HALL LIFE

What are the residence hall policies?

Southern is a residential university, and single students under the age of 22 (who are enrolled for six or more credit hours and do not live with parents or legal guardians) must live in the residence halls. Research confirms that students who reside on campus perform significantly better, with higher GPAs and graduation rates, enhanced social lives, and enriched spiritual journeys.

Students living in campus housing, including residence halls and apartments, are **strongly encouraged to purchase property insurance**. This type of insurance covers student's personal property—electronics, clothing, textbooks, and furniture, among other items—in the event of accidental damage or other unforeseen emergencies. One option for student property insurance is NSSI. Visit [nssi.com/individual-quote](https://www.nssi.com/individual-quote) or call 800.256.6774. For more information about property insurance, contact a residence hall dean.

Students who plan to return to campus for second semester will not need to empty their rooms before leaving campus for Christmas break.

Curfew

The residence halls operate within a curfew (see chart on page 30). After curfew, the residence halls remain closed until 6 a.m. All outside doors are locked during closed hours. Night check is conducted at closing time each evening. Students should have all off-campus business concluded and cars parked prior to night check. It is each student's responsibility to get on night check.

If students can't be in their residence hall by closing time due to work, they must submit a petition form to the dean in charge of night check. Only with an approved petition are students exempt from night check violations.

Once in the residence halls for curfew, students must receive a dean's permission if they need to leave before 6 a.m. This permission must be obtained before the dean leaves for the night. Sign-outs are an exception, not a rule.

Minor Curfew Violations

Coming in within an hour after curfew is considered a minor violation of the night check policy. Students are allowed five minor violations without consequences.

Other night check irregularities, such as an illegible sign-in, may be considered minor violations as well. A dean will inform students of these situations.

Major Curfew Violations

Major violations include:

- » coming in more than an hour late
- » being unaccounted for at night check
- » signing out of the residence hall without permission
- » six minor violations

Major violations will result in the student being placed on restriction for one month and could result in a fine. If the student receives any additional major violations during the same semester, he or she will be placed on probation for one month.

Late Leaves

Late leaves may be requested for:

- » emergencies
- » special occasions
- » out-of-town travel

One late leave may be requested per week for any night except Friday and Saturday. Under normal circumstances, a late leave gives the resident one hour beyond curfew to be out of the residence hall. A late leave must be approved in person by a dean.

Should a student have an emergency that keeps him or her from returning to the residence hall by curfew, the student should call and speak to the dean on duty.

Overnight Leaves

Any time students leave campus overnight (even for a university-sponsored trip), an overnight leave is required. Overnight leaves are now available to students online through

residencelife.southern.edu. Requests must be approved before students leave campus. Parental approval may be required for any leave. Residents are expected to remain off campus at all times during the dates listed on the leave request. Violation of this policy will result in the cancellation of the leave.

If a leave must be canceled or the resident returns early from a leave, a dean should be informed and the resident should be in the residence hall by curfew.

Standards of Behavior

Students are expected to maintain a Christian lifestyle that fosters maximum spiritual, mental, physical, and social growth.

Encouraged choices include:

- » engaging in prayer, Bible study, and Christian-service activities
- » practicing good study habits
- » selecting a balanced, nutritious diet
- » scheduling adequate periods of rest
- » participating in wholesome recreational and leisure activities
- » relating responsibly and respectfully to others

Behaviors that do not promote Southern's lifestyle and are expressly forbidden include: the use of alcoholic beverages, tobacco, and illicit drugs (visit **southern.edu/substanceabusepolicy**); gambling; dancing; attendance at entertainments that are spiritually or morally destructive; and improper sexual conduct. It is inappropriate for unmarried students to engage in sexual activities or sleep together.

Night Check Summary

Student	Day	Curfew	Minor	Major
All freshmen under 20	Sunday-Friday	11:15 p.m.	11:16 p.m. to 12:15 a.m.	after 12 a.m.
	Saturday	1 a.m.	1:01 to 2 a.m.	2:01 to 6 a.m.
Sophomore+ and either 20+ or GPA 3.0+	Saturday-Thursday	1 a.m.	1:01-2 a.m.	2:01-6 a.m.
	Friday	11:15 p.m.	11:16 p.m. to 12:15 a.m.	12:16 to 6 a.m.
94+ credit hours or 22+	Saturday-Thursday	2 a.m.	none allowed	after 2 a.m.
	Friday	12:15 a.m.		after 12:15 a.m.

NOTE: Students under 18 have even more specific regulations as minors. Contact a residence hall dean for more information.

Do the residence halls have storage rooms?

A storage room is located in the basement of each residence hall. During the academic year, there is no charge for use of this facility, but during the summer there is a \$45 charge, which may be paid in cash or charged to the student's account.

The residence halls do not assume responsibility for any articles placed in the storage room. It is recommended that students take out personal property insurance through vendors such as NSSI (nssi.com/individual-quote, 800.256.6774). Furniture, bicycles, empty cartons, and auto parts (including tires) may not be held in the storage room.

All stored items must fit into a reserved bin and be labeled for shipping. Items must be stored 18 inches below the sprinkler pipes and ceiling.

Residents who do not return at the end of the summer must make arrangements for their stored items to be sent to them within a 30-day period. Items left in the storage room for more than 30 days beyond the arranged pick-up date or termination of residence hall status will be disposed of by residence hall personnel.

Additional Questions

To view the complete *Residence Life Handbook*, visit southern.edu/residencelife and select Residence Life Handbook.

QUESTIONS ABOUT AFFORDABILITY AND FINANCES

How can my student find a job on campus?

Nearly half of Southern's students worked on campus last year, and the university spent approximately \$4.8 million on student labor.

The best place to look for available jobs is southern.edu/studentjobs. Postings are updated regularly and include on- and off-campus jobs. Although Southern doesn't have a placement office for student workers (each department interviews and hires for themselves), Human Resources is glad to assist students with any questions they have concerning employment.

Students are welcome to contact the student employment coordinator by calling 423.236.2278 or emailing kaylieackerman@southern.edu.

Common Campus Departments for Employment

Advancement Call Center	423.236.2841, callcenter@southern.edu
CK2	423.236.2398, mstarr@southern.edu
Dining Hall.....	423.236.2767, sbame@southern.edu
Hulsey Wellness Center	423.236.2596, dbissell@southern.edu
Kayak.....	423.236.2480, blanville@southern.edu
Landscape Services	423.236.2747, dboyce@southern.edu
McKee Library.....	423.236.2010, christl@southern.edu
Plant Services.....	423.236.2291, kasturm@southern.edu
Service Department	423.236.2132, bernettashockley@southern.edu
Talge Hall	423.236.2990, susanb@southern.edu
Village Market.....	423.236.2300, jkrose@southern.edu
VM Deli.....	423.236.2310, susanw@southern.edu

Required Forms

Once your student has been hired by a department, several forms (available in the Human Resources office on the second floor of Wright Hall) must be completed BEFORE starting work:

- » Request for Labor Assignment
- » Employment Eligibility Verification Identification (Form I-9 that requires identification documents, such as: birth certificate, Social Security card, U.S. passport, permanent resident card, or I-20 for non-U.S. citizens. Originals only—no copies accepted.)
- » Withholdings and Allowances (W-4)
- » Direct Payroll Deposit

Earnings

By default, 25% of earnings is transferred to a student's bank account; the other 75% is applied to his or her student account at Southern. Student employees receive an automatic deposit into their bank accounts every other Friday. Students wishing to change the default percentage that they receive should visit Human Resources. If your student wants to decrease the amount that is put on his or her student account at Southern, the request must be approved by a student finance counselor.

Work-Study Program

The Federal Work-Study (FWS) Program helps students who are financially eligible earn funds through part-time work at the university. Student eligibility for the program is based on the Free Application for Federal Student Aid (FAFSA).

Students who are part of the work-study program automatically receive 100% of their earnings unless a student indicates otherwise. Forms are available to change this allocation in Human Resources. If a student who is part of the work-study program falls behind on his or her bill, the student may be disqualified from the work-study program and the percentage he or she receives reverts back to the 25/75 split.

Online Payments

Students may grant online account access to any individual—not just a parent—who is helping with their balances. Users can view monthly statements, set up a payment installation plan, make payments, or otherwise manage a student's financial details—all online. Users are not limited to credit cards and may transfer money via bank draft as well. To view or modify an account, visit southern.edu/payment.

Payment Plans

Each person responsible for paying a student account uses one of Southern's two options: paying the semester balance before classes begin or paying monthly. The university offers five-month plans per semester (August-December for fall and January-May for winter).

Visit southern.edu/payment to select the monthly installment or semester balance option. If you'd like to speak with a student finance counselor, see the next page for a listing of names and numbers.

Who can I call with questions about my bill, scholarships, and loans?

Call 423.236.2535 or email studentfinance@southern.edu to reach student finance counselors who are available and ready to answer your financial questions. The following team members are designated to support undergraduate students: Bess Helton, Danny Johns, Elias Martinez, Erika Sanchez, and Fred McClanahan.

The Student Finance office's customer service commitment is to return emails and voicemails to students and parents within 24 business hours. If you feel an issue needs to be escalated, please reach out to the assistant or associate director:

- » Xenia Figueroa at 423.236.2560 (xeniafigueroa@southern.edu)
- » Michael Rumsey at 423.236.2536 (michaelrumsey@southern.edu)

Can I get a tax credit?

Parents of dependent college students may qualify for education tax credits.

Your tax adviser may be able to help you determine eligibility, but the best source for information is IRS Publication 970, *Tax Benefits for Education*, found by visiting irs.gov/pub/irs-pdf/p970.pdf.

This document explains all of the possible tax credits, including the American Opportunity Credit, the Hope Credit, and the Lifetime Learning Credit. The income level caps for each tax credit are described in this publication.

Each year, 1098-T forms are sent to all Southern students at their permanent mailing address by January 31. The 1098-T helps parents determine whether or not their student is eligible for federal income tax education credits.

Students and authorized users can also obtain a copy of the 1098-T by logging into TouchNet at southern.edu/payment. Please note that while Southern is required to provide each student with a 1098-T form, Southern's staff is not able to offer tax advice due to the complexity of each family's circumstances. We recommend that each family consult a tax preparer for questions concerning how to file for the available tax credits.

The screenshot shows the Southern Adventist University Student Account Suite interface. At the top left is the university logo. The main content area is divided into four sections:

- Students and Staff:** Includes a note that asterisks indicate required information. It has input fields for Southern Username and Password, and a Login button.
- Authorized Users:** Includes a note for login for parents or others with granted access. It has input fields for Email and Password, and a Login button.
- Welcome:** A text block providing a welcome message and instructions for users and staff.
- Student Account Suite Features:** A list of features including checking balance, making payments, viewing payment history, storing payment methods, and viewing/printing bills.

For what things can students use their campus identification cards?

Southern students receive campus identification cards at registration. With these cards, they can:

- » buy a meal on campus at all five eateries: CK2, Dining Hall, The Garden at KR's Place, The Kayak, and the Village Market Deli (requires active meal plan*)
- » buy food from vending machines: yogurt, fresh fruit, granola bars, chips, crackers, cold beverages, and other items (requires active meal plan*)
- » purchase groceries at the Village Market (requires prepaid card plan*)
- » purchase textbooks and other supplies at the The Southern Shoppe
- » print documents at campus computer labs (requires prepaid card plan*)
- » clock in and out of work
- » get into their residence hall or apartment
- » check out books at McKee Library
- » get discounts at local stores

Lost or stolen cards should be reported to the Campus Card Desk at 423.236.2707 with a request to either cancel the card or temporarily suspend usage. Students can leave a message after hours.

** See next page for details on signing up for a meal plan or card plan.*



What is Southern's meal plan?

Southern offers students a variety of healthy vegetarian foods (including vegan and gluten-free options) to provide well-balanced meals and reduce time spent traveling to restaurants or cooking.

There are three meal plan levels for residence hall students per semester with declining-balance accounts:

- » Bronze \$1,750
- » Silver \$1,950
- » Gold \$2,150

Residence hall students will be billed the Silver plan by default but can switch to Bronze or Gold, if they choose. Students will be allowed to add to their meal plans in \$100 increments throughout the semester.

Students who are not required to sign up for a meal plan will be offered an optional plan beginning at \$250 per semester.

Additional Prepaid Options

Prepaid options for miscellaneous purchases not covered by the meal plan are available each semester in \$150 increments, up to \$600. This allows students to use their ID cards for such purchases at The Southern Shoppe, McKee Library, the Village Market, and various other departments approved by the university. Any unused balance on the prepaid account will be refunded at the end of the semester.

Students can check the balance of their meal plan at a cash register when they purchase food, or they can view the details online under the "Financial" tab at

southern.edu/access.

For more information on meal plans and prepaid options, visit **southern.edu/card**. For a daily menu or other questions, visit **southern.edu/food**.

Can you explain the monthly statement?



My Account * My Profile * Make Payment Payment Plans Deposits Refunds Help *

View Activity

You can view the charges made to the account and check for any payments or financial aid that have been applied.



Enroll in Payment plan

You can sign up for various payment plans here, with each payment due on the 24th of the month. Additionally, you have the option to schedule your payments.



Authorized user

The student must designate you as an authorized user so that you can access the account and process payments.



1098-T

Throughout tax season, a common question is, "Where can I obtain a 1098-T tax form?" You can easily find it here!



View Account: Jane Student

Balance



Payment Plans

Winter 2024 - PD 5 months (Jan-May)

Unscheduled Installments	Date
Installment 4 of 4	5/24/24

Balance Not Included in Plan

Statements

Your latest eBill Statement
(4/30/24) Statement : \$15.00

Your latest 1098-T Tax statement
2023 1098-T Statement

01 → View Activity | Enroll in Payment Plan | **Make Payment**

02 →

\$8.54

Pay Next Installment

Amount	Action
\$8.54	
Schedule All Installments	
\$0.00	

04 → View Statements

My Profile Setup

- 03 → Authorized Users
- Personal Profile
- Security Settings
- Electronic Refunds

Term Balances

2024 Winter	Covered by plan
2023 Fall	\$826.93
2023 Summer	\$1,122.60
2023 Winter	Covered by plan

QUESTIONS ABOUT CAMPUS LIFE

How can my student stay fit on campus?

Southern hopes your student will develop healthy habits on campus that last for a lifetime. Here are some ways wellness is encouraged:

Intramural Sports

More than half of our students participate in the university's intramural sports program and tournaments each year, which include:

- » badminton
- » basketball
- » flag football
- » floor hockey
- » futsal
- » pickleball
- » soccer
- » softball
- » tennis
- » volleyball
- » and more

The intramural schedule is available at southern.edu/intramurals.

Residence Hall Weight/Aerobics Rooms

Weight rooms are located in the basements of Talge Hall and Thatcher Halls.

Outdoor Trails

Nearly 40 miles of award-winning campus trails on White Oak Mountain and Bauxite Ridge offer varied opportunities for hiking and biking.

Hulsey Wellness Center

Hulsey Wellness Center offers students:

- » fitness center
- » indoor walking track
- » aerobics room
- » therapeutic massage rooms
- » two pools (one therapeutic pool)
- » steam and dry saunas
- » hot tub and hydrotherapy room
- » 30-foot climbing wall
- » dedicated gymnastics gym
- » cooking demonstration kitchen
- » human performance lab
- » group classes
- » personal trainers
- » healthy snack shop (The Kayak)

Iles Physical Education Center

Iles P.E. Center is used for some intramural sports and houses full-sized basketball, racquetball, and volleyball courts. Basketball and tennis courts, pickleball courts, a 18-hole disc golf course, a synthetic putting green, and a quarter-mile rubber surface track are located behind the facility.

To see the facility schedule, visit southern.edu/wellness.

What student organizations are available?

Near the start of each academic year, the Office of Student Life and Activities hosts an Organization Showcase where student organizations (clubs) fill the Iles P.E. Center with information booths about how to get involved beyond the classroom.

These opportunities are a great way for students to start building community with their fellow classmates. Many organizations are specific to a major, department, or culture. For a complete list, visit southern.edu/studentorganizations.

How can my student get involved in student government?

Students may get involved with student government once they have attended Southern for at least one semester (or the SmartStart session). For citizenship and GPA requirements, visit southern.edu/sa. If a new student who has attended SmartStart meets these requirements, he or she may apply to be a student senator.

What is the campus dress code?

Southern has established a dress code emphasizing modesty, cleanliness, neatness, and professional appropriateness. The full dress code is listed in the Student Handbook at southern.edu/studenthandbook. We encourage students to review the guidelines carefully and become familiar with them, as they are expected to follow the dress code at all times.

Where can I find Southern's policies?

The Student Handbook, available at southern.edu/studenthandbook, contains Southern's policies and specific guidelines for student life expectations. Because policies and procedures may be updated periodically, we encourage both parents and students to review the handbook each semester and stay familiar with its contents. Taking time to understand these guidelines helps ensure a smooth and successful experience and promotes a shared understanding between students, parents, and the university.

CONTACT INFORMATION

Administration

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Dennis Negrón , Vice President for Student Development Email: negron@southern.edu	423.236.2813
Ingrid Skantz , Vice President for Marketing and University Relations Email: ilskantz@southern.edu	423.236.2833

Office of Ministry and Missions

Anna Bennett, Associate Chaplain	423.236.2787
Manuel Gomez, Associate Chaplain	423.236.2441
Ashley Velbis, Assistant Chaplain	423.236.2438
Byard Parks, Student Missions Director	423.236.2437
Julie Devlin, Vision Trips Coordinator	423.236.2442
	423.236.2226

NiteOwl Family Urgent Care

Susy Garcia, Campus Nurse	423.648.6483
	423.236.2525

Student Development

Teri Reutebuch, Administrative Assistant 423.236.2814

Student Association

Naomi Ann Martinez, President 423.236.2600

Student Life and Activities

Alexis Grentz, Director 423.236.2484

Residence Halls and Housing

Lisa Hall, Dean of Students/Director of Residence Life 423.236.2900

Talge Hall 423.236.2994

Carl Patterson, Associate Dean 423.236.2996

Kevin Pride, Associate Dean/Talge Hall Housing 423.236.2993

John Sager, Associate Dean 423.236.2991

Steve Rogers, Associate Dean 423.236.2992

Lisa Patterson, Administrative Dean/Southern Village Housing 423.236.2990

Thatcher Hall/Thatcher South

Front Desk (Thatcher Hall) 423.236.2904

Front Desk (Thatcher South) 423.236.2910

Chamra Anthony, Associate Dean 423.236.2908

Sarah Chase, Associate Dean 423.236.2903

Mary Neri, Associate Dean/Thatcher Housing 423.236.2906

Tina Seibert, Office Manager 423.236.2902

Southern Village

Donene Braithwaite, Associate Dean 423.236.2907

John Willis, Associate Dean 423.236.2997

Student Support Services

Amy Oritz-Moretta, Director 423.236.2061

Lauree Fogg, Office Manager 423.236.2782

Life Calling and Career Services 423.236.2069

Nova Munselle, Coordinator 423.236.2078

Daniel Olson, Employee Relations and Internship Coordinator 423.236.2073

Counseling Services 423.236.2782

Brandon Grentz, Coordinator 423.236.2784

Lisa Clouzet, Counselor 423.236.2549

Loni Romero, Counselor 423.236.2081

Dana Snedden, Counselor 423.236.2783

Disability Services

Jahnil Ancheta, Coordinator 423.236.2574

First Year Experience

Renita Moore, Coordinator 423.236.2575

Stefania Viar, Assistant 423.236.2575

Additional Contacts

For a complete campus directory, **visit southern.edu/directory.**

Alumni Relations

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Campus Safety

Kevin Penrod, Director

Corbett Cole, Office Manager

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Christian Service/Service Learning

Cheryl Craven, Director

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Computer Workstation Support

Brandon Familia, Manager

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Hulsey Wellness Center

Darin Bissell, Facilities Manager

Arlene Leavitt, Office Manager

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Human Resources

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Patricia Petersen, HR Generalist

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Mail and Purchasing Services

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Panorama Parent Newsletter Marketing and University Relations

Becky Brooks, Editorial Manager

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Records and Advisement

Karon Powell, Director

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Risk Management

Justin Moore, Associate Vice President of
Business Operations and Risk Management

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The Southern Shoppe

Shelly Kalvoda, Textbook Purchaser

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Title IX

Dennis Negrón, Coordinator

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Email: negrone@southern.edu



CURRENT AS OF SUMMER 2026

More information at [**southern.edu/parents**](https://southern.edu/parents)